

## Kean University – Mail Services Assessment Review

### 1. Objective A.1 – Assessment 2013/2014

Continues to provide the same day package delivery services for the resident students who are ordering textbooks on-line and “care packages” from their parents:

- a. Implementation plan for this objective: Mail Service staff to operate under current guidelines.
- b. Description of the measure. All inbound packages were checked in the Smart Track (electronic monitoring system) and delivered to Office of the Residence Life daily
- c. Barring any natural disaster such as Storm sandy or a Labor Action, this Program has 100% success rate.

Meetings were conducted with using department for this bid

### 2. Objective A.3 – Assessment 2013/2014

There are multi-user Xerox copiers in Science Building, Townsend Hall and Willis Hall and Materiel Services provided copy paper free of charge. Mail Services implemented Bring Your Own Program where any department wishes to make copies will supply their own paper.

- a. Mail Services staff to continue review paper counts in building
- b. Using this process will save \$1,600 per year

### 3. Objective A.4 – Assessment 2014/2015

Review form has been developed and will be issued to selected departments by the Assistant Director.

Data gathered will be reviewed monthly with reports, purchase order counts, supplier responses and other informational items.